

Electronic Acknowledgement Receipt

EFS ID:	6518341
Application Number:	09690566
International Application Number:	
Confirmation Number:	1577
Title of Invention:	COMPUTER PROGRAM PRODUCT FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT
First Named Inventor/Applicant Name:	Michael P. Lilly
Customer Number:	64574
Filer:	Shawn Li/Kristin Lawson
Filer Authorized By:	Shawn Li
Attorney Docket Number:	119645-00103.118
Receipt Date:	24-NOV-2009
Filing Date:	17-OCT-2000
Time Stamp:	15:35:38
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$ 1510
RAM confirmation Number	2193
Deposit Account	022555
Authorized User	

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1	Issue Fee Payment (PTO-85B)	119645_00118_EXECUTED_ISS UE_FEE_TRANS.pdf	125573 bea3a6bcf127d0e931fe13e81adbbd40510 aec8c	no	2

Warnings:**Information:**

2	Fee Worksheet (PTO-875)	fee-info.pdf	30215 4fd139ddfc9aa1b4030eaa13dfb632860696 e98f	no	2
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Warnings:**Information:**

Total Files Size (in bytes):			155788
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This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.